

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	255	239	7%
	Admits	112	100	12% ▲
	Discharges	88	90	-2%
	Service Hours	1,406	1,477	-5%

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

Consumer Satisfaction Survey

(Based on 84 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Access		99%	80%	88%
✓ General Satisfaction		98%	80%	92%
✓ Overall		98%	80%	91%
✓ Participation in Treatment		90%	80%	92%
✓ Respect		90%	80%	91%
✓ Outcome		88%	80%	83%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Employment Services	256	100.0%

Client Demographics

Age	#	%	State Avg
18-25	36	14%	8%
26-34	71	28%	18%
35-44	66	26%	25%
45-54	40	16%	19%
55-64	35	14%	19%
65+	7	3%	12%

Gender	#	%	State Avg
Male	154	60%	59%
Female	99	39%	40%
Transgender/Other	3	1%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	163	64%	64%
Unknown	46	18%	13%
Hisp-Puerto Rican	32	13%	10%
Hispanic-Other	13	5%	12%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
White/Caucasian	103	40%	▼ 59%
Black/African American	73	29%	▲ 18%
Other	36	14%	12%
Unknown	35	14%	8%
Asian	4	2%	1%
Multiple Races	2	1%	1%
Hawaiian/Other Pacific Islander	2	1%	0%
Am. Indian/Native Alaskan	1	0%	1%

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	140	117	20% ▲
Admits	56	46	22% ▲
Discharges	43	40	8%
Service Hours	525	826	-36% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		65	46%	35%	43%	11% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		92	94%	90%	93%	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	90%
Periodic Submitted		
6 Month Updates	96%	92%
Diagnosis		
Valid MH/SU Diagnosis	96%	94%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 35 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	115	122	-6%
Admits	56	54	4%
Discharges	45	50	-10%
Service Hours	881	651	35% ▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		74	61%	35%	43%	26% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		76	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	92%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 35 Active Employment Services Programs

Substance Use Supported Employment

Viability Inc.

Addiction - Employment Services - Employment Services

Reporting Period: July 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed	<div style="width: 0%;"></div>	N/A	N/A	35%	30%	-35%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<div style="width: 0%;"></div>	N/A	N/A	90%	82%	N/A	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div style="width: 0%;"></div>	92%
Periodic Submitted	Actual	State Avg
6 Month Updates	<div style="width: 0%;"></div>	36%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 15 Active Employment Services Programs